

WHAT IS CLAIMED IS:

1. A method or organizing information into a concept network, creating an explicit model of the thinking processes of a person or community of people that facilitates the creation and sharing knowledge, including the steps of:

categorizing ideas and thoughts into concepts;

creating links between concepts;

assigning link attributes to each link between concepts, each attribute having a direction'

categorizing information into objects;

categorizing objects into concepts;

assigning object attributes to each object;

creating links between objects; and

assigning link attributes to each link between objects, the direction value of the attribute being inherited from the link between corresponding concepts; and

providing personal agents associated with people, with each personal agent functioning to serve the knowledge acquisition, knowledge sharing and decision making needs of its associated person.

2. A method according to claim 1, wherein each link has a qualitative value indicating the strength of the relationship between an object and a linked object, an object and a linked concept, or a concept and a linked concept which is used in:

the calculation of link attribute values;

the calculation of object attribute values;

selecting and ranking objects based on any mathematical function using the link or object attribute values; and

locating information relevant to any object by evaluating direct object links between that object and directly linked objects, and indirect object links and concept links affecting that object.

3. A method according to claim 2, wherein the degree of "relevance" of any other object to a given object is assessed by calculating the strength of the relationship between the given object and the other object, by summing the strength of any direct link between the objects and the strengths of any indirect.

4. A method according to claim 1, wherein one or more the objects or concepts represent goals for an organization to which the concept network relates, the organization may have an overall purpose, and each object and concept within the concept network is evaluated as having an importance value relative to each goal, and each goal has an importance value relative to the organisational purpose.

5. A method according to claim 4, wherein the importance values are used to allocate resources to the various goals with a view to optimizing the success of the overall organizational phase.

6. A method according to claim 1, wherein the concept network takes into account the following changes in the network over time:

- the purpose of the organization;
- the degree of existence of any object;
- the properties of links between concepts; and
- the strength of links between objects.

7. A method according to claim 1, wherein the concept network includes accountable objects, which are directly or indirectly accountable for other objects, and wherein an action priority rating for an accountable object is calculated by evaluating some or all of the following:

the importance of each object for which the accountable object is accountable;
 the degree of accountability between the accountable object and each object;
 the extent to which the accountable object has addressed all issues and actions
 associates with each object;

the time which has elapsed since the accountable object last considered each
 object;

a review cycle duration; and

risk and success values associated with each object.

8. A method according to claim 1, wherein an object has associated with it one or
 more performance measures.

9. A method according to claim 1, wherein success and risk values are associated
 with objects.

10. A method according to claim 1, wherein the personal agent determines
 information which is relevant to bring to the attention of its associated person based on one or
 more of importance, performance, risk, success and action priority values associated with each
 object in the concept network, and the personal agent pro-actively seeks input from its
 associated person concerning the status and completion of tasks.